

# Live Video Streaming Platform

## Viewing the General Session on YouTube

**Platform:** YouTube Live Stream (unique link daily)

Access links on <https://nari.arc.nasa.gov/sws-TC3> under “Webpage Event Details”

For **Closed Captions**, select the CC icon (bottom right side of the YouTube menu bar).

- Subtitles can be moved if blocking important content. Just click, hold, and drag them to a better section of the video screen.

To change the **video quality**, select the Gear Icon (bottom right side of the YouTube menu bar) to adjust the settings.

Please ensure your YouTube **Live button** is on.

- Hover over the bottom left of the menu and make sure the “LIVE” wording is **RED**. If it is not red, click on the “LIVE” wording to turn it on

# Q&A and Collaboration Platform

## Asking and Upvoting Questions During the General Session:

**Platform:** conferences.io

**To access conferences.io:**

Enter <https://arc.cnf.io/sessions/c3js/#!/dashboard> into your browser or click the link in the Workshop Details section on the event homepage:  
<https://nari.arc.nasa.gov/sws-TC3>

- You can use your computer, smart phone, or tablet. No downloading required!

Throughout the event, please enter your questions/comments in the conferences.io platform.

The questions/comments will be addressed (as time permits) during the designated Q&A sessions.

# Connectivity Issues

## Common Issues and Troubleshooting:

### **Slow, delayed, poor connection or video feed:**

- Move closer to your WiFi router.
- Disconnect any devices you are not actively using from the WiFi.
- Close any applications or internet browsers that you are not actively using on the device.
- Connect your device directly to the router using a Cat-5 ethernet cable.
- Disconnect from your VPN (if using one) and refresh.
- Adjust your YouTube video quality by selecting the Gear Icon (bottom right side of the YouTube menu bar).

### **No Internet Connection:**

Restart your modem and router (i.e., disconnect and reconnect to the power source). If there is a service outage in your area or region, you will need to contact your internet service provider directly.

**NOTE:** In the unlikely event of a service outage affecting NASA systems, we will send you an email as soon as possible with alternate access information. Please note, depending on the type of outage, we may elect to change platforms.

# Need help?



## We're here to help!

If you need logistical or technological assistance throughout the meetings, you can reach out to the NARI hosts through the following platforms:

Enter your comment or question in the conferences.io platform: <https://arc.cnf.io/sessions/c3js/#!/dashboard>

Direct message on MS Teams to Abigail Glenn-Chase and Joseph Coughlan

Email your comment or question to [arc-cal-nari@mail.nasa.gov](mailto:arc-cal-nari@mail.nasa.gov)